

Attorney Docket No.: 42390.P9765x2

## Patent

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

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**In Re Application of:**

Anderson, et al.

Serial No.: 10/039,960

Filed: December 31, 2001

For: METHOD AND APPRATUS FOR  
MESSAGE ESCALATION BY  
DIGITAL ASSISTANTS

Art Unit: 2152

Examiner: Unassigned

Assistant Commissioner  
for Patents  
Washington, D.C. 20231

### AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed June 9, 2004, Applicant respectfully requests the Examiner to enter the following amendments and to consider the following remarks:

**CERTIFICATE OF TRANSMISSION**

I hereby certify that this correspondence is being facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below

By: *Serita Evans* Date: September 9, 2004